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# CORPORATION COMMISSION MAL COMPLAINT FORM

## FORMAL COMPLAINT

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E-01345A-16-0041

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COMPLAINT NUMBER 2015-127330

DATE

01/21/2016

ADDRESS

3033 West Gran Paradiso Drive Phoenix AZ 85086

PHONE (HOME)

480-235-2189

NAME OF RESPONSIBLE PARTY

Darcy N. Pfeifer

PHONE (WORK)

N/A

NAME OF UTILITY

Arizona Public Service (APS)

GROUNDS FOR COMPLAINT: (COMPLETE STATEMENT OF THE GROUNDS FOR COMPLAINT. INDICATING DATE (S) OF COMMISSION/OMISSION  
 OR ACTS OR TITINGS COMPLAINED OF.) (USE ADDITIONAL PAGE IF NECESSARY.)

I moved into to my house at the address above in this complaint on June 11, 2011. This home had been a  
 foreclosure, so it had sat vacant prior to obtaining the property for a few years. From the beginning, at no time  
 did APS send anyone out to inspect the meter, box or anything on the property, with it being a new customer,  
 And to make sure that it was working properly after having no power to the property for so many years. The  
 power was turned on quickly, and that was it, for a while. At summer our electric bills were extremely high.  
 While I understand that this is a large home, and higher bills are to be expected, we have lived in big homes  
 before, and it seemed just a little too high. We do what we can to make sure we conserve as much as possible.  
 We have our thermostat set at 79-80 at all times. We got on the equalizer plans to save money so that they were  
 on peak and off peak hours, and always sticking by the best hours to use. APS was even offering to their  
 customers a referral to a company that will come out, and for a set price they measure the air coming in  
 And out. Looking for any areas for concern for hot air to come in or AC to escape. After they conducted their  
 testing, then they tell us what is needed to do to conserve energy and save money. We had them dump a lot more  
 Insulation into the attic, other spaces, and between the first and second floors. We then put up sunshades that >>

NATURE OF RELIEF SOUGHT: (USE ADDITIONAL PAGE IF NECESSARY.)

We are asking that APS do a complete audit on our account from the day we moved into our home. They

Will need to compose a way to determine the correct energy used back from 2011. I do not know how they

Should, but the burden of proof is on them, since never in the entire time we have lived here have they try to  
 rectify the situation to help us. We are confident that there were errors made over the years and we would like  
 the errors to reflect on our bill. The amount we are disputing is from June 11, 2011 to when the meter was  
 replaced On January 5, 2106. We are requesting that they pay out the claim immediately that we submitted in  
 August of 2015.

ORIGINAL

Arizona Corporation Commission

DOCKETED

FEB 02 2016

RECEIVED

SIGNATURE OF COMPLAINANT OR ATTORNEY

DOCKETED BY

## Arizona Corporation Commission Formal Complaint Form

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Grounds for Complaint form (continued):

are UVA and UVB sun protection. The windows facing the western sun were tinted to help with the heat. We ordered very heavy, thick, double layered energy efficient drapes to put on all the windows to block out the heat and sun. So as you can see, we have done everything we could to make the home more efficient for the summer's heat. They guaranteed this, and as the months went on we saw no changes in our bills. We also contacted APS and the company THEY referred and neither would accept responsibility. Tired of fighting with them again, I left it alone and continued to pay the high bills. It seems whenever you confront APS with any concerns, they have nothing to say, after all they are the only electric company in our area, so we either pay it or have no power. It's kind of a crummy thing, and should be illegal. Now over the years our family would get smaller, the older children moved out to go to college, that would reflect less electricity used. So why did our electric not go down? It seemed to stay the same or even go higher. Each time I called into APS I expressed my concerns, and they didn't seem to care to address it. My husband is a disabled combat vet, so we now live on a fixed income, but at no time did APS EVER offer and discounts for lower income families. In fact it wasn't until we had fallen into severe financial difficulties around Christmas 2014. We were facing our power to be shut off the day before Christmas, and NO ONE CARED OR OFFERED ALTERNATIVES TO HELP US. In fact the only thing they said they could do was take my HUGE Deposit they had collecting over the years as a deposit for no reason and apply it to the balance. They then would set up payment arrangements every month until it was paid off on top of the monthly electric bill we would have to pay. By doing this we were forced to be on a prepaid account. This Seemed horribly unfair, and unnecessary, since I had been a customer since 1995 I believe. Desperate to keep our power on for our family we had no Choice. At this time I believe they offered me the application for low-income families to get a discount. Too bad they didn't help us prior with the discount. The year and a half to follow again we had issues with the bills and indistrepicies.

## Grounds for Complaint Form (continued):

No matter what I said, they did not care. I was however able to speak to a manager at APS who did have compassion and said that they could not FORCE us to go to a prepay account and furthermore not be forced to have a deposit. This was good News for us. As the summer was approaching I decided I wanted to pursue testing and replacing The meter. After all who knew how old it was. The house sat for a long time with no power, Maybe it was faulty. I requested back on June 21, 2015 that they please test the meter and try and Replace it. They refused. This was just becoming an uphill battle with APS. I did contact the Corporation Commission around this time to express my concerns and what could be done to help, with no success. They said they took the complaint. I was rather confused how the whole complaint process worked, but I trusted someone was doing his or her job. Then August came around along with the higher bills. The thing is, we were out of town for almost a month in May/June, and had no power running, and yet still our bill seemed rather high. This time I was not happy and I was getting to the bottom of it. APS finally agreed to send a tech out to test the meter. Finally it would be done. My husband decided to protect us so he did video tape the entire ordeal. It was a good idea he did, because there were issues. First off when the tech arrived he was quick to start flipping breakers. He was flipping them on and off so quick I do not think he knew what he was doing. My husband asked him to wait he heard a noise. Apparently he flipped the wrong breaker off first and it caused a short and also caused broken and shuffled wires so that it would short out. It also caused our AC to blow a fuse. My husband immediately asked him to stop a minute and he just left. He left not finishing anything, messed up our breaker box, never testing the meter and our AC needing fixed. We went inside to call our AC repair guy, and when we returned he must have come back and put a huge blue tag on our box stating: **WARNING** : this is potentially dangerous and can cause a fire hazard. We need to get it fixed immediately to avoid a house fire. Really???? You break our breaker box, and now just leave us in imminent danger??? I called APS again, and they said to follow the note, which said to get it fixed by someone we pick, APS will not fix our breaker box. They then said we could submit the claim to their claim department for reimbursement. We did get everything fixed and my

Grounds for Complaint Form (continued):

husband Brian Pfeifer submitted it to the claim department for reimbursement. That was back in August. We never received any money for the claim. I then called APS to AGAIN ask that the test the meter. She said that her tech did claim to test it in June. She said the tech told her he tested it. Once we told them we had video of it and he DID NOT TEST THE METER, then she just gave me the run around. I then again contacted the Corporation Commission November 10<sup>th</sup> for assistance to get the meter tested. I finally got APS to agree to test the meter. They came out December 21, 2015. We were not at home, but our surveillance cameras on the front of our house caught them on camera, along with them was several Phoenix Police. We were not sure why they would send the Police to our door just to have the meter changed. I can only assume they did it as a scare tactic of some sort. When I asked APS, they declined to answer. I did talk to Connie at the Corporation Commission, who stated that APS called them because they were afraid to send their techs out alone for fear of my husband. Did I hear that right? They fear my husband? What did he do, to tell the Police to come to our home and intimidate us? That was not ethical to lie to the Police to use them to harass us. I guess the APS tech told his boss that my husband said if he ever came back he would shoot them. HMMMMM I really wonder how he made that up? Remember this is the same TECH THAT LIED TO HIS SUPERIOR AND SAID HE TESTED THE METER WHEN HE CLEARLY DIDN'T AND ITS ON VIDEO. So you can see a pattern here of APS bullying us around, acting in bad faith, lying and then harassing us with the Police, and providing the Police with false information! I hope that they can hopefully realize we were being over charged for our power due to a faulty meter. We are disputing the amounts from June 11, 2011 to January 5, 2016 when the new meter was installed. We are also seeking assistance in help with getting APS to pay out a legitimate claim that they refuse to pay. We have everything on video tape.